**Resolving Professional Disagreements/Escalation Notice**

The TSSP has a statutory role to ensure that arrangements are in place to safeguard children. This includes having a specific interest in how well agencies work together. This notice should be completed in conjunction with the Greater Manchester Safeguarding Procedure on [Resolving Professional Disagreements/Escalation Policy](https://greatermanchesterscb.proceduresonline.com/chapters/p_resolv_prof_dis.html).

A copy of this escalation notice should be shared with the TSSP Business Manager [tssp@trafford.gov.uk](mailto:tssp@trafford.gov.uk). These will then form the basis of a report by the Business Manager to the Safeguarding Partnership, setting out issues in the escalations and the consequence for policy on a quarterly basis.

Effective partnership working is vital to ensure that outcomes for children and families are central to all assessment, planning and intervention. This includes the need to consider differing views and experiences which evidence the value of exchanging ideas and developing critical thinking in regards to how best to achieve improved outcomes. There will be times when disagreements occurred and require informal and possible lead to formal escalation. There needs to be a clear process in place to achieve and evidence this.

When practitioners are not working well together this may have an impact on a child’s development or even place the child at risk of harm. It is therefore important that professionals have a full understanding of each other’s roles and responsibilities. Examples where practitioners have concerns about the welfare of children may arise where they perceive other practitioners are:

* Not recognising need or the signs of harm;
* Not sharing information about a child’s welfare;
* Not accepting referrals for services;
* Not delivering services according to the threshold of need;
* Not co-operating in delivering planned interventions;
* Not attending Core Groups or TAC meetings;
* Not producing Plans or minutes quickly enough;
* Not fulfilling their roles and responsibilities as defined in Working Together to Safeguard Children.

Principles in practice:

* Challenge is positive and should always be focused on the desired outcome for the child and family.
* The safety and wellbeing of the child is always paramount.
* It is the responsibility of each individual professional and agency to progress challenge if they are not in agreement with the outcome of any aspect of assessment, planning or intervention (any level of need and support)
* Challenge should be restorative and relationship based. Language should therefore be respectful and where possible discussions with the relevant practitioners should take place first.
* Challenge and escalation should be resolved in a timely manner.
* Challenge must be evidenced based and recorded on the child’s file, including details or how the resolution improved outcomes for the child and/or family.

Ensure your safeguarding lead is consulted with throughout the escalation process. Please attempt to resolve any disagreements informally, before initiating the formal process.

# Effective challenge and escalation procedure

**Concerns/issues unresolved/case escalated.**

[Go straight to stage 3-4 if resolution require](https://safeguardingchildren.salford.gov.uk/professionals/policies-and-procedures/)s this level of response.

Stage 4

Stage 3

Stage 2

Stage 1

If stage 2 does not resolve the disagreement, the TSSP resolution notice (Appendix 1) should be used and the escalated to next level of management in the organisation.

Formal escalation should proceed through the management hierarchies of the involved agencies.

[Escalate to your line](https://greatermanchesterscb.proceduresonline.com/chapters/p_resolv_prof_dis.html#LSCB) manager. Yo[ur line manager shou](mailto:SSCP@SALFORD.GOV.UK)ld contact their equivalent in the other agency.

Line manager – Line manager

Trafford Strategic Safeguarding Partnership

If the disagreement cannot be resolved between the agency management in a timescales paramount to the outcome for the child, the matter will be formally referred to the TSSP.

The TSSP will utilise the role of the independent advisor to achieve resolution.

Formal escalation

Practitioner – Practitioner

[Disagreement raised](https://greatermanchesterscb.proceduresonline.com/chapters/p_resolv_prof_dis.html#LSCB) by practition[er either in writing or](mailto:SSCP@SALFORD.GOV.UK) verbally (it is the preference to undertake this verbally so all viewpoints can be understood). Attempt to resolve as soon as possible. Inform the lead professional/ chair at this stage.

**Timescales**

Discuss with your designated lead for safeguarding at each stage.

Timescales should be agreed at each stage, ensuring the outcome for the child is dictating the agreed timescales. Each stage should not exceed 10 working days.

A clear record should be kept by everyone at all stages

|  |  |
| --- | --- |
| **Outcome Resolution Notice Completed by:** | |
| Name: |  |
| Role: |  |
| Agency/Team: |  |
| Email: |  |
| Date of notification: |  |
| Escalation with which team/agency: |  |
| Disagreement and / or lack of progress in respect to children at different level of needs (please check box) | At Referral/Enquiry Stage, *(for example, the level of need, disagreement about whether to accept a referral into any partner agency or progress to strategy meeting)* Children supported under a Child in Need Plan (progress / agreement / dissent) Children supported under a Child Protection Plan (progress / agreement / dissent) Children supported who cared for or care experienced (progress / agreement / dissent) Initial Child Protection Conference (agreement / dissent) |
| Explicitly identify the problem and clarify the nature of the disagreement |  |
| Evidence of the informal challenge that has taken place at stages 1-2 and the outcome of this challenge |  |
| Desired outcome for the child and / or family. Please include details of what it is you are requesting happens because of this challenge |  |
| What were the outcomes of stage 3 and any outstanding issues |  |
| Has an outcome been agreed and debrief taken place | Yes No |
| Were any general issues identified, do these need to be considered within the TSSP to inform learning and improvement. |  |